

Mark Sanford
Governor



Marcia S. Adams
Director

State of South Carolina
Department of Motor Vehicles

MEMORANDUM

To: All DMV Employees

From: Marcia S. Adams, Executive Director
Department of Motor Vehicles

Date: May 17, 2004

Re: DMV Policy and Planning Administrator

I am pleased to announce Lotte Devlin as DMV's Policy and Planning Administrator. In her position at DMV, Ms. Devlin will oversee all functions related to business process development and analysis, policy development, agency planning, training and quality control.

Ms. Devlin comes to DMV from the IBM Corporation, previously PriceWaterhouseCoopers. In her position as an IBM Senior Business Consultant, she served DMV as a team leader and project manager for Project Phoenix, business process development and testing, and project implementation. Prior to her work with IBM, Ms. Devlin was also employed by the City of Charleston where she served as the Director of Budget and Management.

Throughout her career, Ms. Devlin has focused on providing strategic direction, process and operational improvements, and organizational analysis and planning for state and local governments, non-profit organizations and private industry. She holds a Masters Degree in Public Administration and speaks German fluently. As a consultant, she has already helped this agency reach new heights of customer service. As an employee, she brings with her a wealth of knowledge regarding government restructure and statistical planning, which will make her a valuable asset to the agency.

During the past four years, many of you have had the opportunity to work with Ms. Devlin in her role as a consultant. I know you will join me in welcoming her to the Department of Motor Vehicles as an employee and a new member of the DMV family.